



Australian Government



2022 APS Census TPB Summary

This year's APS Employee Census was conducted between 9 May 2022 and 10 June 2022. Participation in the census is voluntary and 114 TPB staff participated. The census collects confidential attitude and opinion information from APS employees on a range of important issues in the workplace.

Once again, TPB results for each index were equal to or more favourable than those for the ATO and APS overall. While TPB results remained positive there has been a slight downturn in positive views since 2021 for all areas assessed, except for those regarding employee's immediate supervisors.

Impressions of current job

The highest scores were achieved for the questions about current jobs. Top scores were:

- 97% said they understood how their role contributed to achieving an outcome for the Australian public.
- 94% are happy to 'go the extra mile' at work when required.
- 93% said they suggest ways to improve the way we do things.

Workgroup performance

Workgroup performance ratings were consistently high for every question. Highlights indicate co-operation and team agility:

- 93% said the people in their workgroup co-operate to get the job done. Up from 89% in 2021.
- 91% my workgroup can readily adapt to new priorities and tasks. Up from 85% in 2021.

Immediate supervisor

Responses indicate high staff satisfaction regarding TPB supervisors & have trended up slightly from last year:

- 93% agreed their supervisor ensures their workgroup delivers on what the team is responsible for.
- 92% said their supervisor invites a range of views, including those different from their own.

Impressions of senior leadership

Impressions of senior leadership within the TPB remain high and continue to be markedly higher than the ATO or APS overall, however they have trended down from last year:

- 84% said our senior leadership ensures the work effort contributes to the strategic direction of the agency and the APS. 89% in 2021.
- 82% said our senior leadership communicates effectively. 90% in 2021.

Views of the TPB and APS

The high scores achieved indicate strong connection to the TPB and its objectives. Top scores were:

- 92% said they worked beyond what was required to help the TPB achieve its objectives.
- 89% of respondents advised they are committed to the TPB's goals.
- 88% believe strongly in the purpose and objectives of the TPB.

Diversity

Demographically we celebrate diversity:

- 56% of our people relate to female gender
- 43% have ongoing carer responsibilities
- 39% were born outside Australia
- 36% speak a language at home other than English
- 7% have an ongoing disability
- 2% identify as Aboriginal or Torres Strait Islander.

HIGHLIGHTS OF RESULTS & KEY FINDINGS

Developing capability

Responses indicate a downturn in satisfaction with support for learning and development:

- 73% said they were able to access relevant formal and informal learning and development when and where required. Down from 80% in 2021.
- 33% agreed there was currently skills or capability gaps in their current workgroup. 31% in 2021.

Index	TPB 2022	TPB 2021	Pre-COVID	APS 2022
Engagement	76	79	75	73
Immediate Supervisor	80	79	83	76
SES Manager	75	79	74	69
Communication	76	79	71	69
Enabling Innovation	70	71	69	65
Wellbeing Policies and Support	71	73	69	68



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2022 APS Census TPB Summary (continued)

Areas of concern

Overall, there is a noted trend to lower “positive” scores, 8 to 1 percentage points down across several specific questions - 80% said ‘I would recommend my agency is a good place to work’ but this is 4% points less than the 2021 survey when 84% agreed.

There was an 8%-point decline in positive answers (from 79% in 2021) to ‘My agency inspires me to do my best work’. “Inspiration” is sometimes said to link to perceptions of leadership and organisational culture. It may also be influenced by broader environmental impacts, including ongoing stresses of health, community, and economic challenges.

Wellbeing

Wellbeing has trended down with material decreases in positive responses to some questions around appropriate policies/ practices to manage wellbeing, communicating and promoting agency health affairs/support. These results may reflect a challenge specifically to improve TPB performance. However, as TPB wellbeing conditions are equal to the ATO’s, and broadly consistent across the APS, it is also likely that these lower trends are reflecting ongoing COVID fatigue, which is felt universally, which may also be contributing to workplace “stress”. The index result is 2% points higher than the 69% achieved pre-pandemic in 2019.

Discrimination and harassment

We have limited data, but some staff indicated exposure in the last 12 months to discrimination (8%) or harassment and bullying (5%). We are seeking data from ATOP to better understand and address these issues. Both have improved from 2021.

Workplace conditions

Many scores in relation to workplace conditions declined including lower positive scores for:

- My job gives me opportunities to utilise my skills - 81% agreed, down from 91% in 2021
- I am able to participate in decisions that affect my job – 66% agreed, down from 77% in 2021
- I am confident that if I requested a flexible work arrangement, my request would be given reasonable consideration - 76% agreed down from 82% in 2021.

ATO feedback on APS wide trends will help inform this data, however broader economic conditions (e.g., higher living costs) and changing government, WFH policies may be reflected here. This may also impact survey feedback around workloads, as perceptions of fair remuneration/conditions have an impact on discretionary effort.

It is worth noting that 80% of our people consider they are “at or slightly above” their working capacity, 19% describe they have too much work (5%-point increase from 2021). This links to a “wellbeing” indicator, with 30% of respondents agreeing they are “burned out by work”.

This issue of too much work and associated stress will be further explored with our people, ensuring staff are supported with work/life balance, leave, use of systems, process, and training, with individual agency/ autonomy/ authority, able to prioritise and seek assistance (including EAP and People Support Team).

Retention of staff

Retention of staff is an economy wide challenge. Low unemployment, increasing inflation and some APS pay rigidity may impact on mobility results – I want to leave my position within 12 months 23%, with 39% seeking work in another agency, and 47% seeking another position within the TPB.

Innovation

Views on innovation within the TPB range from a top of 81% agreeing they believe it is one of their responsibilities to look out for improvements to how we work, to 45% agreeing the TPB recognises and supports the notion that failure is part of innovation, down from 50% in 2021.

Results may be improved by addressing areas where results are trending down from 2021:

- I continually look for new ways to improve
- my supervisor encourages me to come up with better ways of working
- my agency recognises and supports “failure is part of innovation”.

**AREAS
REQUIRING
ATTENTION
& OUR
PLANS TO
ADDRESS
THEM**

Next steps

- Leadership conversations (Board, Exec, Business areas)
- Share results with our people
- Gather feedback
- Identify and commit to priority items.